



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: February 15, 2018

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
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Pursuant to G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

January, 2018

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	437	274	17	146
	Guardrail Damage	133	89	2	42
	Pothole	2,168	1,396	653	119
	Shoulder Repair	350	266	8	76
Traffic	Signal Malfunction	228	192	27	9
	Signing	334	277	17	40
Total		3,650	2,494	724	432

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	11	10	0	1
	Guardrail Damage	3	2	0	1
	Pothole	39	36	3	0
	Shoulder Repair	9	9	0	0
Traffic	Signal Malfunction	6	6	0	0
	Signing	12	12	0	0
Total		80	75	3	2

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	35	12	5	18
	Guardrail Damage	5	3	0	2
	Pothole	252	198	49	5
	Shoulder Repair	18	17	0	1
Traffic	Signal Malfunction	6	6	0	0
	Signing	13	11	2	0
Total		329	247	56	26

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	133	59	7	67
	Guardrail Damage	4	2	0	2
	Pothole	313	219	87	7
	Shoulder Repair	67	32	1	34
Traffic	Signal Malfunction	9	9	0	0
	Signing	24	24	0	0
Total		550	345	95	110

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	36	20	3	13
	Guardrail Damage	19	10	1	8
	Pothole	79	76	2	1
	Shoulder Repair	31	21	2	8
Traffic	Signal Malfunction	4	4	0	0
	Signing	21	20	1	0
Total		190	151	9	30

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	43	25	1	17
	Guardrail Damage	22	1	0	21
	Pothole	724	236	396	92
	Shoulder Repair	28	17	1	10
Traffic	Signal Malfunction	74	47	27	0
	Signing	40	2	3	35
Total		931	328	428	175

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	55	37	0	18
	Guardrail Damage	3	3	0	0
	Pothole	68	50	16	2
	Shoulder Repair	44	36	0	8
Traffic	Signal Malfunction	3	3	0	0
	Signing	14	10	3	1
Total		187	139	19	29

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	25	21	0	4
	Guardrail Damage	5	0	0	5
	Pothole	61	60	1	0
	Shoulder Repair	29	25	1	3
Traffic	Signal Malfunction	11	11	0	0
	Signing	23	23	0	0
Total		154	140	2	12

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	22	18	1	3
	Guardrail Damage	6	4	0	2
	Pothole	136	134	2	0
	Shoulder Repair	42	38	1	3
Traffic	Signal Malfunction	5	5	0	0
	Signing	7	7	0	0
Total		218	206	4	8

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	18	0	1
	Guardrail Damage	7	7	0	0
	Pothole	151	140	11	0
	Shoulder Repair	26	24	0	2
Traffic	Signal Malfunction	9	9	0	0
	Signing	23	18	5	0
Total		235	216	16	3

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	14	11	0	3
	Guardrail Damage	2	1	0	1
	Pothole	178	98	70	10
	Shoulder Repair	17	13	0	4
Traffic	Signal Malfunction	50	41	0	9
	Signing	37	32	1	4
Total		298	196	71	31

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	6	6	0	0
	Guardrail Damage	12	12	0	0
	Pothole	11	11	0	0
	Shoulder Repair	3	3	0	0
Traffic	Signal Malfunction	1	1	0	0
	Signing	58	58	0	0
Total		91	91	0	0

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	14	14	0	0
	Guardrail Damage	2	2	0	0
	Pothole	49	49	0	0
	Shoulder Repair	16	16	0	0
Traffic	Signal Malfunction	41	41	0	0
	Signing	27	25	2	0
Total		149	147	2	0

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	15	15	0	0
	Guardrail Damage	21	21	0	0
	Pothole	52	52	0	0
	Shoulder Repair	9	9	0	0
Traffic	Signal Malfunction	8	8	0	0
	Signing	19	19	0	0
Total		124	124	0	0

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	9	8	0	1
	Guardrail Damage	22	21	1	0
	Pothole	55	37	16	2
	Shoulder Repair	11	6	2	3
Traffic	Signal Malfunction	1	1	0	0
	Signing	16	16	0	0
Total		114	89	19	6